



L.B. White Company, LLC  
411 Mason Street  
Onalaska, WI USA 54650

*Innovative Climate Solutions*

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## **I.WARRANTY POLICY**

L.B. White Company, Inc. warrants that its Oval 80 v.2, Oval 80 HP, Sentinel v.2, and Sentry ST60/ST80/ST100/ST125 radiant tube heaters will be free from defects in material and workmanship for a period of 10 years for the tubes and 3 years for the burner boxes from date of purchase, when properly installed, operated, and maintained in accordance with the Installation and Maintenance Instructions, safety guides and labels contained with each unit. If any component proves defective in either material or workmanship during the limited warranty period, L.B. White will, at its option, repair the defective part or equipment, or replace it with a new part or equipment.

Proof of purchase and warranty qualification must be established at time of return.

- A registered heater on file at L.B. White will automatically qualify a unit or its component parts for warranty consideration. Units are registered online.
- If the unit was not registered, a copy of the bill of sale must be provided at time of return.

## **II.WARRANTY CLAIM PROCEDURE & CREDIT POLICY**

### **Claim Procedure**

Defective heaters may be returned within the warranty period to L.B. White by authorized distributors who obtain factory approval and a Return Authorization Number prior to return shipment. *Returned product will not be accepted without an authorized RA number.*

To request a Return Authorization Number, contact L.B. White at 1-800-345-7200. The following information must be provided when requesting an RA number:

- Model and serial number
- Distributor name and address
- Reason for product failure/return
- Proof of purchase (information on file or copy of bill of sale available)

Product must be returned to L.B. White within 30 days of the date the RA number was issued.

- The RA number must be included on all transmitting paperwork, as well as clearly marked on the outside of the return carton.
- If heater purchase information is not on file, a copy of the bill of sale must also be included with the product at time of return.

Product must be returned freight prepaid in the original or equivalent packaging. *Return freight will be credited after inspection and validation of warranty claim.*

Warranty claims will be determined to be valid if inspection of returned product indicates:

- The product is defective
- The item is within the warranty period
- Failure is due to normal use

### **Credit Policy**

If a heater warranty claim is determined to be **valid** and the product is **new**, L.B. White will:

- Repair or replace the product for you
- Ship the repaired or replacement product at no charge
- Issue a credit for all reasonable freight charges incurred in returning the product to L.B. White

If a heater warranty claim is determined to be **valid** and the product is **used**, L.B. White will:

- Repair the product for you
- Ship the repaired product to you at no charge
- Issue a credit for all reasonable freight charges incurred in returning the product to L.B. White.

If you require immediate replacement of a heater returned under warranty, you will be charged the standard price at time of shipment.

L.B. White is not responsible for labor costs associated with the removal of a defective product or component, damages due to removal, or installation of the repaired or replaced product.

If a warranty claim is determined to be **invalid**, L.B. White will notify you. L.B. White is not responsible for expenses incurred to ship product to or from L.B. White if the product is determined to be invalid.